

FLIGHT ATTENDANT

STARTER GUIDE

Your First Steps Toward a Cabin Crew Career

A practical introduction to
the profession, essential skills
and what to expect



THE PROFESSION

A closer look
at cabin crew life



SAFETY & SECURITY

A core
responsibility



PEOPLE SKILLS

Communication,
teamwork, CRM



YOUR NEXT STEPS

Tips to start
your journey

KNOW MORE.
PREPARE BETTER.
FLY HIGHER.

A BRIGHTER
AVIATION FUTURE
STARTS HERE

THE PROFESSION

What the job really involves

A Flight Attendant is a safety professional, a communicator, a team member and a passenger-care professional - all at the same time.

01	SAFETY FIRST Cabin crew are trained to protect passengers, follow procedures, check equipment and respond to abnormal or emergency situations.
02	PASSENGER CARE Service matters, but so do reassurance, observation, clear communication and support for passengers with different needs.
03	TEAMWORK Cabin crew and flight crew work as one operational team. Good coordination and information-sharing are essential.
04	PROFESSIONAL DISCIPLINE The role requires punctuality, presentation, situational awareness, responsibility and respect for procedures.

A useful mindset: airlines are not only hiring a smile. They are hiring someone who can stay calm, follow procedures and contribute to a safe operation.

REAL-WORLD VIEW

A typical duty: more than service

Every airline has its own procedures, but the rhythm of the job usually combines preparation, cabin checks, passenger handling and constant monitoring.

01**BRIEFING**

Review the flight, crew positions, passenger information, safety considerations and responsibilities.

02**PRE-FLIGHT CHECKS**

Inspect assigned areas and confirm required equipment and cabin conditions.

03**BOARDING**

Welcome passengers, observe the cabin, assist with seating and baggage, and identify issues early.

04**IN-FLIGHT**

Maintain safety awareness, communicate with colleagues, provide service and monitor passenger needs.

05**ARRIVAL**

Prepare the cabin, complete safety duties, support disembarkation and report relevant issues.

Remember: the public sees the service. The crew is also continuously thinking about safety, communication and what could change next.

PEOPLE SKILLS

Five qualities airlines value

Technical procedures are taught during training. Recruiters also look closely at how you communicate, behave and work with others.

COMMUNICATION

Give clear information, listen actively and adjust your message to the situation.

TEAMWORK

Support colleagues, respect roles and keep the shared goal in mind.

SITUATIONAL AWARENESS

Notice what is happening around you and recognise changes before they become bigger problems.

STRESS MANAGEMENT

Stay composed, prioritise and continue to communicate when pressure rises.

PROFESSIONAL ATTITUDE

Be reliable, respectful, disciplined, well-presented and willing to learn.

Quick self-check

Can you give one real example from work, study, volunteering or daily life that proves each of these qualities?

SAFETY & SECURITY

The core responsibility behind the uniform

Cabin crew are expected to maintain awareness of the cabin and act according to established procedures. Safety and security are central to the profession, not an optional extra.

SAFETY AWARENESS	SECURITY AWARENESS
Know your assigned area, exits, emergency equipment and the procedures relevant to the phase of flight.	Remain vigilant, protect documents and restricted areas, and report anything that could affect flight security.

Training may prepare you to:

- Check cabin areas and stowage spaces for hazards or unauthorised items.
- Recognise the signs of smoke, fire, decompression or other abnormal situations.
- Use emergency and survival equipment within the applicable procedure.
- Coordinate with other crew members and communicate relevant information quickly.
- Assist passengers during evacuation, medical or security-related events.

Important: This guide is only an introduction. Emergency and security procedures require formal, approved and airline-specific training.

CREW RESOURCE MANAGEMENT

You never work alone

Crew Resource Management (CRM) is about using available resources to support safe and efficient operations. In practice, good performance depends on communication, teamwork, workload management and the way people respond to human limitations.

COMMUNICATE Share important information clearly and listen actively.	PRIORITISE Assess workload and deal with the most important task first.
DELEGATE Use the team and available resources rather than trying to do everything alone.	SPEAK UP Raise a concern when something may affect safety.
REVIEW Reassess the situation as new information becomes available.	SUPPORT Help the team maintain performance during busy or stressful periods.

Why this matters for recruitment

Questions about teamwork, conflict, pressure and communication are opportunities to demonstrate CRM-style behaviours. Strong candidates explain the situation, the action they personally took and the result.

Do not memorise a perfect speech. Prepare real examples and learn to explain them clearly.

PREPARE WITH PURPOSE

Before your first cabin crew interview

You do not need to know every technical detail before applying. You do need to show that you understand the profession and that your motivation is realistic.



Research the airline

Know its network, values, customer proposition and recruitment process.



Know your own examples

Prepare situations that demonstrate service, teamwork, responsibility, adaptability and calmness.



Practise concise answers

Aim for clear, natural responses. Behavioural answers are stronger when they follow a simple Situation - Task - Action - Result structure.



Understand the safety mindset

Do not describe the job only in terms of travel, uniforms or customer service.



Prepare your presentation

Follow the airline instructions, dress professionally and arrive organised.



Be authentic

Recruiters want a professional answer that sounds like you, not a script memorised word for word.

YOUR NEXT STEPS

Start building the habits and knowledge behind a professional cabin crew career.

1

OBSERVE

Notice how professional crew communicate, present themselves and manage passengers.

2

PRACTISE

Build examples from your own experience and practise explaining them aloud.

3

LEARN

Develop a stronger foundation in safety, security, CRM and passenger handling.

4

APPLY

Target vacancies that fit your profile and follow each airline's instructions carefully.

KNOW MORE. PREPARE BETTER. FLY HIGHER.

GB Aviation TS Training Academy

This starter guide is educational material and does not replace airline-specific or authority-approved cabin crew training.